

WIC Vendor Newsletter

KANSAS NUTRITION AND WIC SERVICES



THANK YOU, THANK YOU, THANK YOU!

We wanted to take a moment to thank all of you and your cashiers for working so hard to get WIC clients what they needed during the Similac recall in September. While we heard of some issues, overall the amount of work (and stress!) that went on during that time was incredible and we wanted to make sure you all know how much you are appreciated by the WIC Program. Without your help and dedication, there would not be such a successful WIC program in Kansas!



Recall Process & Returns for WIC items

With the addition of so many new foods to WIC, we know it is getting harder and harder to identify WIC items when they are brought to the Customer Service desk for return or exchange due to a recall or simply spoiled food. We wanted to make sure everyone knew that WIC items cannot be returned for cash or store credit, they must be exchanged on an item for item basis.

Just this month there was a frozen pea and green bean recall and the instructions from the manufacturer were to provide a cash refund for all returned product. If the item brought in is identified as an item bought with a WIC Fruit & Vegetable Check (FVC) (noted on the receipt if provided) then it must be exchanged for a different brand of frozen vegetable. If it is not identifiable as a product bought with WIC, then please follow your stores return policy.

KANSAS WIC FACTS September 2010

- WIC clients served - 77,118
- Authorized vendors - 368
- Checks paid - 192,352
- Checks rejected - 966
- **Rejection reasons:**
 1. Over allowed amount - 467
 2. Missing/illegible stamp - 329
 3. Encoding Error - 71
 4. Taken Early - 50
 5. Missing signature - 48
 6. Incorrect Vendor Stamp - 1

Changes in December 2010

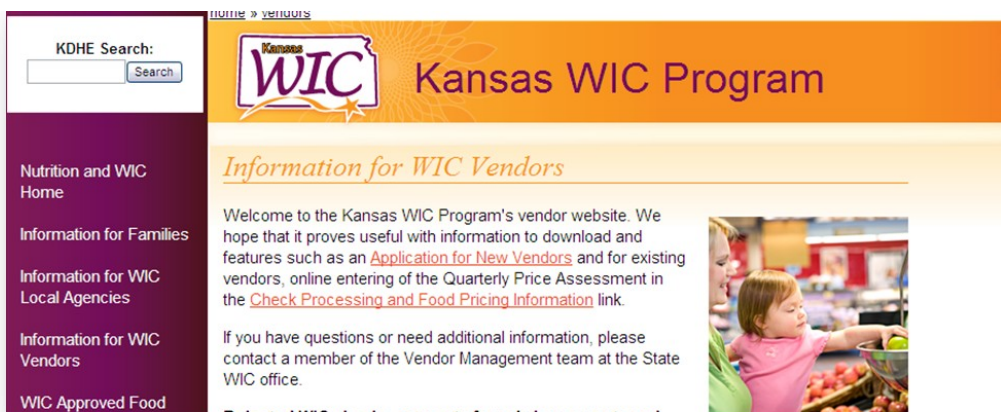


Abbott will be making a label modification that will further differentiate Similac Sensitive® from Similac Sensitive Isomil Soy™ making it easier for mom to reach for the right product (see attachment). These changes will flow through retailers shelves in December:

- The product name will change from: Similac Sensitive Isomil Soy™ to Similac® Soy Isomil®
- The retail lid color will change from orange to red for Similac® Soy Isomil®.

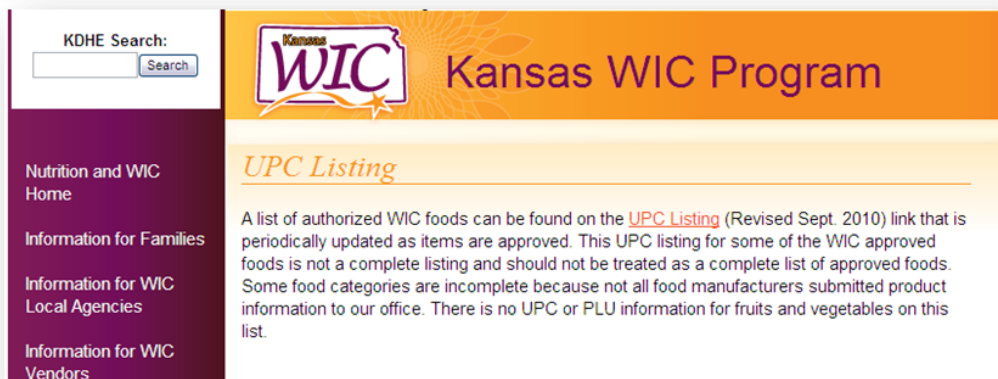
Updated Vendor Materials Available

Keeping current with the latest and greatest is sometimes a chore. We want to make sure stores have the most up-to-date information so please review the information on this page to make sure you have current materials. All are available on the website at: **www.kansaswic.org**



The Kansas WIC Program website includes special pages for authorized Vendors. Staff can download training materials, forms, newsletters and get contact information for the State WIC Vendor Management staff.

The online UPC listing of WIC Approved foods is formatted for printing! While it is not a complete listing, it does provide stores with a good start. It is updated as needed so check back regularly!



Order WIC Program Booklets just for vendors at the WIC website. Every cash register stand should have one.



Kansas WIC Program Vendor Manual October 2010



Kansas WIC Program Vendor Training Manual 2010

An up-to-date Vendor Manual and Training Manual should be within easy reach of store staff. The Vendor Manual is a helpful resource that can answer almost all questions.

The Vendor Training Manual can be given to current employees as a refresher or to new cashiers as part of the initial training process.

Vendor Training Newsletter **Answers**

We had great success in getting all stores to complete the WIC Training Confirmation Quiz! While not all were 100% correct, the majority had the right idea and needed just a bit of clarification! The questions and **answers** are below.

Multiple Choice (circle all that apply):

1. WIC is a Special Supplemental Nutrition Program for:
A. Senior Citizens
B. Women and Children 2 to 10 years of age
C. Women (Pregnant, Breastfeeding and Postpartum), Infants and Children up to age 5
2. WIC customers may use the following forms of identification during a WIC transaction:
A. Expired Driver's License
B. School Photo ID
C. Social Security Card
3. Circle the allowable WIC food items:
Chocolate Milk Minute Maid 64 oz refrigerated orange juice
100% Whole Wheat dinner rolls Organic Peanut Butter in a 16.5 oz jar
Whole Grain Bread **Quaker Instant Oatmeal 18 oz container**
Garlic **Lactose Free Milk**

True or False:

1. WIC customers can purchase any brand of baby food that come in a 4 oz jar including deserts and cobblers. - **FALSE: WIC customers may not purchase desserts, dinners, cobblers, or delights.**
2. A WIC check has Canned Beans listed as the product authorized for purchase, the client may choose to get dried beans instead. - **FALSE: WIC customers must purchase the items listed on their WIC checks and not make any substitutions. If a client wants something different, please refer them to the Local WIC office.**
3. WIC customers can buy canned Peaches in Light Syrup with their FVC. - **FALSE: Light Syrup contains sugar which is not allowed in canned fruits.**
4. The WIC Program Booklets can be used as a training tool in new employee training sessions or refresher sessions for existing cashiers. - **TRUE: The WIC Program Booklet is an excellent training tool for both situations listed above.**
5. If a WIC customer attempts to purchase food items not listed on their WIC check, you should accept the check to keep the customer satisfied. - **FALSE: If the customer brings up items not listed on their WIC check and refuses to replace them with allowed foods, refer them to the Local WIC office.**
6. WIC customers can pay the difference if they have more fruits and vegetables than the amount listed on their FVC. - **TRUE: If the transaction amount goes over the amount printed on the FVC, the WIC customer may pay the difference. Multiple payment types are allowed.**

State of Kansas
DEPARTMENT OF HEALTH AND ENVIRONMENT
Nutrition and WIC Services
1000 SW Jackson, Suite 220
Topeka, KS 66612-1274
264-19

Contact Information

Vendors should contact their **Local WIC agency** for concerns regarding complaints, minimum stocking exemptions for infant formula and general program questions.



Rejected WIC checks, requests for reimbursements and pricing questions

Brad Iams
785-296-0093
biam@kdheks.gov

New vendor applications, contract renewal, training materials and approved foods

Sandi Fry
785-296-1327
sfry@kdheks.gov

KS WIC PROGRAM WEBSITE:
www.kansaswic.org